



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Providers of Prosthetic Devices participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid recipients, and all holders of the *Prosthetic Device* Provider Manual

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

SUBJECT: Update to Second Edition of the *Prosthetic Device* Provider Manual

UPDATE: PD-01-04
DATE: 3/1/2004

The purpose of this memorandum is to notify you of changes to your provider manual. The attached table shows the changes to the manual. Please download the new pages to insert in your manual and retain the attached table.

The amendments to Chapter VI include changes relating to the new Medicaid Management Information System (MMIS). Providers may begin use of the national billing codes for dates of service on or after June 20, 2003. Effective January 1, 2004, national billing codes must be used on all invoices. Claims submitted with local codes with dates of service on or after January 1, 2004, will be denied. A local/national billing code crosswalk is available on the DMAS website.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at not cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a

manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

“HELPLINE”

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The “HELPLINE” numbers are:

786-6273
1-800-552-8627

Richmond area
All other areas

Please remember that the “HELPLINE” is for provider use only.

Attachment (1)

PROSTHETIC DEVICE REVISION CHART
March 1, 2004

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter VI	Entire Chapter VI		Entire Chapter VI	3/5/04

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter VI	Entire Chapter VI	Entire Chapter VI	